



Zero Tolerance Promise to Staff

Public Notice

NHS Grampian is committed to providing both patients and staff with a safe and improved environment. Violence and aggression, bullying and harassment and exposure to undue stress can result in safety being compromised.

NHS Grampian recognises that problems arise from only a small minority of individuals. Often situations arise for genuine reasons. These will be resolved quickly, professionally and sensitively to the benefit of the service user (patient, client, relative or public) and the staff involved.

To ensure staff are able to provide and patients are able to receive health care of the highest quality, NHS Grampian requests that service users:

Do not act in a manner that humiliates, frightens or makes staff or other patients feel unsafe or vulnerable. This includes verbal abuse, threats, antisocial behaviour, harassment, bullying and physical assault.

NHS Grampian takes this behaviour extremely seriously and will take appropriate action in all cases.

Examples include:

- **Shouting/swearing/making rude, sexist or racist remarks.**
- **Making threats or behaving in an intimidating way.**
- **Picking on an individual.**
- **Any attempted or actual physical assault.**
- **Any threat or use of a weapon.**

Raise any concerns with staff at the earliest opportunity. Care plans and treatment will be discussed and agreed with patients and carers. Should a problem arise, a quick resolution is important to you and staff, therefore please raise issues with staff at anytime.

NHS Grampian has pledged a Zero Tolerance Promise to Staff. The promise is designed to support staff and to provide tools to enable staff to take positive action to manage inappropriate behaviours that cause concern.

In extreme and exceptional circumstances NHS Grampian will exercise the Scottish Government instruction to withhold treatment or ban individuals from premises.

Malcolm Wright
Chief Executive, NHS Grampian